#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Convocation and Events Associate

**Job Number:** A-385 | VIP: 1574

**Band:**  OPSEU-5 (Subject to Review)

**Department:** Alumni Engagement & Services

**Supervisor Title:** SeniorManager, Convocation & Alumni

**Last Reviewed:**  October 22, 2019

#### **Job Purpose:**

Under the direction of the Senior Manager Convocation & Alumni the Associate provides dedicated event, administrative and communications support for convocation, the Alumni & Engagement Services team, the Community Speaker Series, Head of the Trent, and other University events including booking infrastructure, overseeing logistics, on-site trouble-shooting, responding to inquiries, coordinating administrative processes, maintaining communications platforms and providing quality service in all areas.

#### Key Activities:

##### Event Support:

* Assist the Senior Manager in the planning, execution and evaluation of convocation and other key events in the university events calendar..
* Liaise with internal and external stakeholders including suppliers, faculty and staff, alumni, donors, senior administration, Board members, students, guests, elected officials and community members.
* Assist with executing events hosted at facilities on and off campus
* Coordinate the logistical support for convocation & other events including room bookings, catering, parking, security, cleaning, audio-visual, filming, photography, and rentals.
* Develop materials for event volunteers including the orientation for convocation ambassadors, and schedules and descriptions for other events such as Head of the Trent.
* Oversee the design, production, set up and tear down of campus-wide signage for events.
* Monitor and update multiple spreadsheets, documents, and processes for events, regularly briefing the Senior Manager.
* Coordinate the registration/ticketing process for events, including creating and tracking registrations, monitoring ticket distribution, generating reports and overseeing the check-in.
* Assist with the preparation of event materials such as the convocation programs, stage directions, agendas and speaking notes
* Maintain event inventories such as supplies, signage and gowns and hoods for convocation.
* Assist with the evaluation of events by collecting suggestions, contributing ideas, researching best practices and creating reports for senior administration.
* Update event information in the Raisers Edge database and maintain archival records and lists.
* Perform other duties as assigned by the Senior Manager.

##### Administrative Support

* Respond in a professional and timely manner to convocation and Alumni & Engagement & Services inquiries from students, parents, staff, faculty, alumni, donors, guests and external community, providing accurate information on convocation, events, and alumni services, determining the most appropriate course of action in responding.
* Works with the Senior Manager to update student job descriptions, hire, train and onboard student staff.
* Act as the point person during events, giving direction and supervising student staff, university staff, and external volunteers.
* Monitor event budgets, reconciling invoices and purchase orders.
* Prepare purchase orders and arrange payment of invoices
* Prepare the Convocation Visa, collecting receipts and reconciling monthly
* Research pricing and assist with RFQ’s for goods and services
* Coordinate travel arrangements for visiting speakers including accommodation, transportation and expense reimbursement.
* Oversee space booking in Alumni House.
* Arrange meetings, taking and distributing minutes.
* Maintain internal file sharing systems and handle confidential information.

##### Communications Support

* Create, review and edit/approve submissions for the MyTrent public events calendar.
* Using Drupal software, update convocation web pages to ensure information is up to date working with central Communications on technical issues.
* Coordinating with Advancement Services, update Community Speaker Series and event pages to ensure information is accurate.
* Assist with marketing and promotion of events, arranging poster design, printing and distribution, and drafting social media posts, working with both the central and Alumni & Philanthropy communications teams.

#### Education Required:

Advanced College Diploma (3 years) or General University Degree (3 years) required. Courses in special events, communications, or marketing are preferred.

#### Experience/Qualifications Required:

* Two (2) year’s work or volunteer experience in organizing events of all sizes; online event planning experience an asset.
* Highly organized and calm under pressure, capable of managing multiple projects with competing deadlines.
* Demonstrated ability to work with diverse stakeholders (alumni, donors, community members, etc.).
* Exceptional attention to detail and commitment to excellence.
* Proficient in Microsoft Office Familiarity with AODA requirements an asset.
* Flexible, resourceful and creative.
* Strong interpersonal, written, and verbal communication skills
* Ability to work independently or as part of a team.
* Good budgeting and numeracy skills.
* Demonstrates initiative; positive and energetic.
* Ability to maintain confidentiality of information.
* Available to work evenings and weekends as required
* Access to a vehicle is an asset.

**Job Evaluation Factors:**

##### Analytical Reasoning

* Some analysis is required to carry out assigned duties. Some procedures exist and some direction is given by supervisor but not in all cases. Work requires some analytical reasoning to accomplish tasks in a high-paced environment, with sometimes new challenges that require adjusting plans and priorities to respond to changing circumstances.

##### Decision Making

* Employee receives some specific and some general directions to carry out tasks, but may need to make decisions on how to execute or address unexpected challenges.

##### Impact

* Errors made in ordering incorrect materials or missing deadlines could affect the convocation ceremonies. Even though work is checked, mistakes could cause delays, dissatisfied graduates or parents, etc.

##### Responsibility for the Work of Others

Indirect Responsibility

Student Employees and volunteers supporting convocation or events.

Events and Advancement Assistant

##### Communication

* Must be able to communicate effectively and professionally with internal customers and external suppliers.
* May communicate information to donors, VIPs, government and Indigenous partners, parents, graduates, etc. and interact with them at events in a way to reflects well on the University.

##### Motor/ Sensory Skills

* Carrying heavy and cumbersome items – e.g. boxes and banners for events
* Erecting and taking down posters, banners etc.

##### Working Conditions

Psychological:

* Demonstrated ability to work within tight deadlines with a high degree of energy and enthusiasm.
* Available for occasional evening or weekend work to attend and support events; with high intensity periods leading up to and during convocation and other event heavy times.